



MINUTES OF THE BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES, STATE OF CALIFORNIA

Joanne Sturges, Executive Officer
Clerk of the Board of Supervisors
383 Kenneth Hahn Hall of Administration
Los Angeles, California 90012

Chief Administrative Officer
Chief Information Officer
Director of Internal Services

At its meeting held March 10, 1998, the Board took the following action:

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Supervisor Yaroslavsky made the following statement:

"Over the past two years, Los Angeles County has led the way in establishing an on-line presence in cyberspace to better serve the public with quick and easy access to information about elected officials and County departments.

"While the County and most individual departments maintain Home pages on the World Wide Web that provide information to the public, too few offer any opportunity for the public to respond with questions, comments, or suggestions. Instead of conducting a dialogue with our constituents, we're only delivering a monologue. It's time that we start listening to what our on-line constituents have to say."

Therefore, on motion of Supervisor Yaroslavsky, seconded by Supervisor Antonovich, unanimously carried, the Board took the following actions:

- a. Instructed the Chief Information Officer and the Director of Internal Services to include on all County department web pages an "e-mail constituent assistance form" and "suggestion box" feature that will enable everyone accessing a page to respond interactively;

(Continued on Page 2)

Syn. 55 (Continued)

- b. Instructed the Chief Information Officer and the Director of Internal Services to work with County departments to develop a protocol and tracking system to monitor and respond in timely fashion to such e-mail correspondence; and
- c. Instructed the Chief Administrative Officer to coordinate and oversee the development of this program and report back to the Board within 30 days with a plan and schedule for implementation, with a goal of completing the project within 60 days.

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